Disaster Social Services Response Plan

A Planning Model

Alberta
MUNICIPAL AFFAIRS
Disaster Services

103-01776/

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This planning model is available in electronic format by contacting the Disaster Services District Officer for your area - see telephone numbers below or refer to our website www.gov.ab.ca/ma/ds

ISBN 0-7785-1858-2

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FOREWORD

Municipalities in Alberta experience a variety of natural and man-made disasters and emergencies such as floods, fires, tornadoes, winter storms, dangerous goods spills, and transportation and industrial accidents. Although these events can cause destruction to the physical environment, they primarily affect people. For example, people may be evacuated from their place of residence for a short or extended period of time. In some situations, homes are severely damaged or destroyed.

In a large-scale disaster, the volume, urgency and intensity of human needs and the degree of social disorganization are such that regular community resources are unable to cope. The situation requires the implementation of a disaster social services response system to meet the urgent physical and personal needs until regular social services or special recovery programs are effectively in operation.

The Disaster Social Services Response Plan, which is a specialized component of the Municipal Emergency Plan, identifies actions to be taken by the community's disaster social services response team to activate one or more Reception Centres.

We trust that this planning model will serve as a useful resource to assist you in developing the Disaster Social Services Response Plan in your community.

Pat Henneberry
Director, Provincial Programs
Disaster Services Branch
Alberta Municipal Affairs

9 January, 2002.

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INTRODUCTION

The Disaster Services Branch of Alberta Municipal Affairs developed this Disaster Social Services Response Planning Model. It is intended as a guide to assist large and small communities in developing their Disaster Social Services (DSS) Response Plan. It may be modified to meet the needs of the community.

The Model follows generally accepted planning principles and is divided into the following sections:

1. **GENERAL PLAN**

   This part of the Plan outlines the overall DSS structure, assigning of responsibilities for the various components of the Plan, and how the Plan is activated.

2. **CHECK SHEETS**

   The Check Sheets define the actions to be taken by the individuals who are assigned to key roles when the Plan is activated.

3. **APPENDICES**

   These are the working documents and forms that supplement the Check Sheets.

4. **PACKAGES BY FUNCTION**

   This section provides a suggested package for each function.

The Model is reviewed annually. Recommendations for improvement and updating the Model are obtained from social services personnel throughout Alberta and from observations made following response to disasters and disaster exercises.

The District Officers of the Disaster Services Branch of Alberta Municipal Affairs can assist communities with the interpretation and application of this planning model, taking into account the uniqueness of each community.

Disaster Social Services teams should attend a Disaster Social Services Course. As well, members of the DSS Committee should complete a Basic Emergency Preparedness Course.

When the DSS Response Plan has been developed, exercises should be conducted on a regular basis to test and validate the plan. The DSS Response Plan can be exercised on its own and it is highly recommended that testing of the DSS Response Plan be incorporated into all community disaster response exercises.

For information on courses and exercises, contact the Disaster Services District Officer for your area.

GENERAL PLAN

A. Disaster Social Services Manager

In Alberta communities, it is recommended that the municipal Director of the Disaster Services appoint a Disaster Social Services Manager to initiate and coordinate the planning for and delivery of the DSS response. This individual should be a senior member of a social services agency within the community. Responsibilities include:

- establishing the DSS Committee and chairing meetings,
- recruiting individuals and alternates for key positions,
- ensuring that the DSS Response Plan is developed, regularly updated and validated (e.g. through plan reviews and exercises),
- maintaining contact with the Director of Disaster Services concerning the status of the DSS Response Plan and its integration into the Municipal Emergency Plan,
- arranging training for the professional and volunteer responders identified in the plan,
- as a member of the municipal Disaster Services Agency, participating in municipal emergency planning activities, as required, and
- acting as the overall co-ordinator of the DSS response during a disaster.

B. Disaster Social Services Committee

The DSS Committee is responsible for having a DSS preparedness program in place prior to an emergency or disaster. The Committee has the following responsibilities:

- to develop and maintain the community's disaster social services response plan,
- to co-ordinate the plan within the community's municipal emergency plan,
- to review the plan regularly and revise it as necessary; and
- to conduct regular practice drills or exercises to test the Plan.

DSS Committee members should include:

- Director of Disaster Services
- Disaster Social Services Manager
- Reception Centre Manager
- Registration & Inquiry Supervisor
- Central Registry & Inquiry Bureau Supervisor
- Clothing Supervisor
- Food Service Supervisor
- Lodging Supervisor
- Personal Services Supervisor
- Volunteer Services Supervisor

Under the direction of the DSS Manager, the Reception Centre Manager and each supervisor are responsi : for developing their specific component of the DSS Response Plan. This includes recruiting and training staff and volunteers, as well as making arrangements with local agencies and organizations that have expertise and resources relevant to each service area.

C. Role of Alberta Human Resources & Employment (Provincial Social Services)

When the municipal Director of the Disaster Services assigns the lead Disaster Social Services role to Alberta Human Resources & Employment, their responsibilities are as follows:

- to prepare and maintain the community's Disaster Social Services Response Plan,
- to participate in local planning activities so that department resources can be efficiently and realistically tasked and co-ordinated,
- to activate the community's Disaster Social Services Response Plan as required in an emergency, and
- to direct and control committed department resources under the overall direction of the municipal Director of Disaster Services in an emergency.

When Alberta Human Resources & Employment are ***not assigned*** the lead Disaster Social Services role, they have the following responsibilities:

- to maintain a liaison with Directors of Disaster Services or Disaster Social Services Managers for communities within District Officer boundaries, and
- to provide back-up assistance and support as requested by the municipality.

In both instances outlined above, costs associated with the provision of Disaster Social Services are normally the responsibility of the municipality.

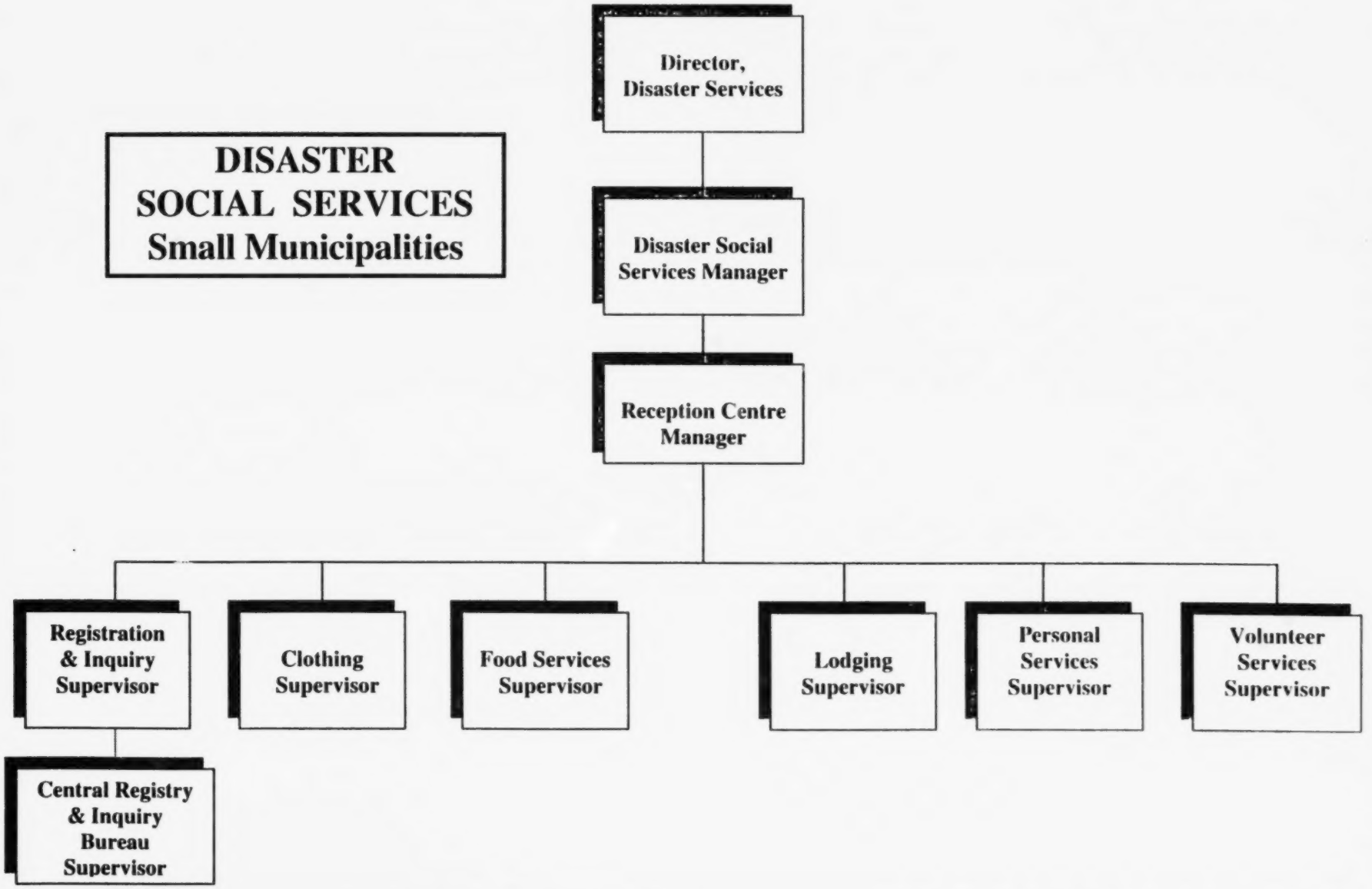
Emergency Relief Funding

Alberta Human Resources & Employment will issue emergency relief funding to families and individuals in a disaster situation, provided that:

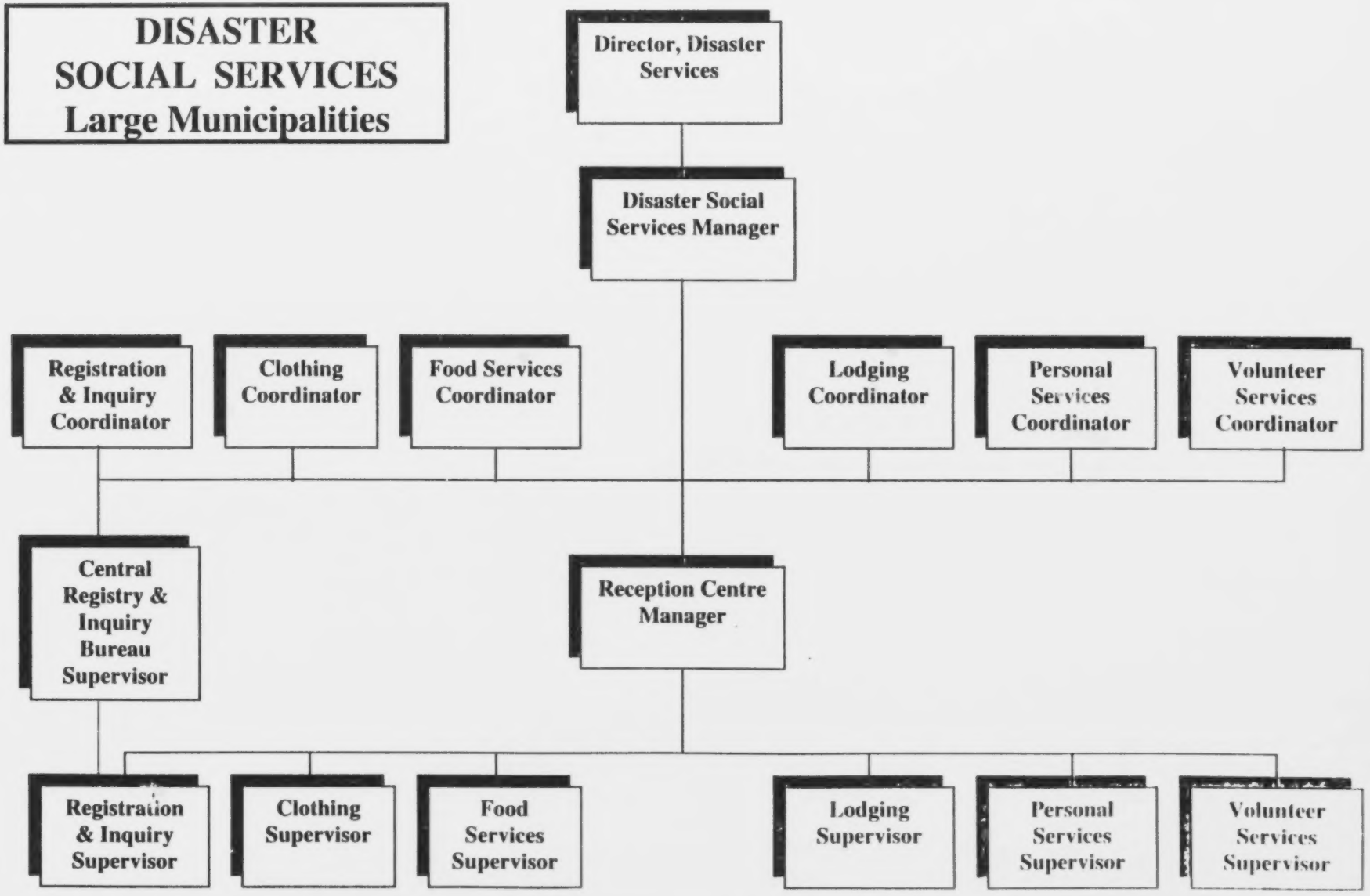
- a Provincial Disaster Recovery Program is announced,
- the municipality and the Disaster Services Branch, Alberta Municipal Affairs have requested the assistance of Alberta Human Resources & Employment,
- issuance of emergency relief funding is approved by the Deputy Minister, Alberta Human Resources & Employment, and
- all associated incremental costs will be recovered through the Disaster Recovery Program.

Eligibility of individuals and families is based solely on the fact that they have been affected by a recent disaster and without regard for their usual eligibility requirements. Alberta Human Resources & Employment will issue a Directive and Guideline for each situation.

DISASTER SOCIAL SERVICES Small Municipalities



DISASTER SOCIAL SERVICES Large Municipalities



ACTIVATING THE PLAN

The Director of Disaster Services may request that the Disaster Social Services Response Plan be activated in whole or in part in response to an incident within the community where a large number of persons have been displaced from their place of residence or when residents of another community are evacuated into the community. Support and services to people who have been impacted would be provided at one or more Reception Centres. As well, a Central Registry & Inquiry Bureau may be set up, usually at another location.

Check Sheets to activate each DSS function are provided in the following section.

RESPONSIBILITIES

1. To activate the DSS Response Plan in whole or in part in response to an emergency.
2. To report to the Emergency Operations Centre as requested by the Director of Disaster Services. (In instances where the *Emergency Operations Centre is not established*, the Disaster Social Services Manager would report to the Reception Centre site and work with the Reception Centre Manager).
3. To be the liaison between the Reception Centre(s), the Director of Disaster Services and other municipal officials.

IMPLEMENTATION

1. Ensure that you have the DSS Manager package (see page 50).

2. Determine which Reception Centre site(s) will be used, notify the building contact(s) and arrange for the building(s) to be opened.

3. Contact _____ to make arrangements for the Reception Centre Kit and other essential items, which are stored at _____, to be delivered to the Reception Centre. ***(If your community does not have a Reception Centre Kit, you can contact the Disaster Services District Officer for your area to make arrangements to access a Kit from a neighboring community.)***

4. Contact Reception Centre Manager(s) and service supervisors (Registration & Inquiry, Clothing, Food Services, Lodging, Personal Services, Volunteer Services, Central Registry & Inquiry) and notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet.

5. Report to the Emergency Operations Centre located at _____ and be the liaison between the Reception Centre(s), the Director of Disaster Services and other representatives at the Emergency Operations Centre:

   a. Request that _____ (*insert name of Public Information Officer*) issue a news release early on as a high priority regarding the Reception Centre/DSS response. The news release would typically include the following information:
      - ❑ Location of Reception Centre:

        _____ _____
        Building name Building address
      - ❑ Purpose of Reception Centre and services provided:

        _____ _____
        _____
        _____
        _____
      - ❑ Hours of operation: From _____ to _____.

- ❑ Phone number for people inquiring about family members and friends: _____
- ❑ Request evacuees who have not registered in person to register by calling _____ (insert phone number)

b. Listen to what is going on around you at the Emergency Operations Centre – when you hear discussions that may affect your area, ask for further information. Anticipate what might be needed and be proactive (for example, you may want to have staff and/or resources on standby).

c. Maintain regular contact with the Reception Centre Manager(s), _____, at _____ to provide information regarding the status of the event and to provide advice and support. You may want to forward copies of news releases issued by the municipality to the Reception Centre Manager(s) so that they can update Reception Centre workers and evacuees.

d. Respond to requests from the Reception Centre Manager(s).

e. Ensure that arrangements are in place for the purchase of supplies, food, etc. and clarify who authorizes purchases, who is to receive the invoices, etc. Ensure that accurate records are maintained regarding purchases.

f. Provide updates to the Director of Disaster Services and other officials on the status of the Disaster Social Services response.

g. Ask for assistance from other Emergency Operations Centre members as required.

h. Keep a log of activities, decisions and expenditures.

i. Note areas of concern to be addressed following the emergency.

j. Arrange shift schedule with Alternate DSS Manager.

DONATIONS

- ***Experience has shown that large amounts of donated goods (clothing, furniture, blankets, bedding, toys, supplies, etc.) are likely to arrive in the impacted community, particularly if there has been widespread property damage and/or the event is receiving extensive media coverage. To counter this, the impacted community should assess the need for donations early on and advise the media and the public accordingly (via the community's Public Information Officer).***
- ***When an overwhelming amount of unsolicited donated goods arrive, resources (warehouse space, staff and volunteers) are unnecessarily tied up.***
- ***Even if donated goods are not required/not solicited, a collection site should be identified.***
- ***Financial donations are usually preferable to donated goods.***

RESPONSIBILITIES

1. To open the Reception Centre in preparation for the arrival of evacuees.
2. To staff and manage the following functions at the Reception Centre, as required: administration, meet and greet, traffic control, security.
3. To make arrangements for pet care.
4. To oversee Reception Centre operations and implement changes to streamline operations.
5. To arrange for regular information updates from official sources for staff, volunteers and evacuees.
6. To maintain liaison with the DSS Manager and/or other municipal officials.

IMPLEMENTATION

1. Ensure that you have the Reception Centre Manager supplies (see page 50). Wear identification (e.g. vest, hat) to identify you as the Reception Centre Manager.

2. The Reception Centre will be located at _____. The custodian/facility representative is _____.

3. Contact administration, meet and greet, traffic controllers, security staff/volunteers, as required, to notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet. ***Note: You might want to have 2-way radios available so that your staff/volunteers can easily communicate with you.***

4. Report to the Reception Centre, meet with the custodian/facility rep and make arrangements to use the building as a Reception Centre.

5. Establish the following areas, post signage and arrange for furnishings:

   a) Administration office.
   b) Evacuee waiting area that is near Registration & Inquiry. Ensure that Food Services provide refreshments in this area.
   c) Rest area for staff/volunteers to meet, eat or take a break (this area should not be accessible to the public).
   d) Service areas:
      - Registration & Inquiry
      - Clothing
      - Food Services
      - Lodging
      - Personal Services
      - Volunteer Services

6. Arrange for a notice board for evacuees to post messages.

7. Ensure that service supervisors have arrived and have their instruction packages:

   a) Registration & Inquiry Supervisor _____

   b) Clothing Supervisor _____

   c) Food Service Supervisor _____

   d) Lodging Supervisor _____

   e) Personal Services Supervisor _____

   f) Volunteer Services Supervisor _____

8. Official information updates will be regularly provided to staff, volunteers and evacuees as follows:

   _____

9. Pet care will be provided at _____ by _____.

10. Meet with the Reception Centre staff/volunteers to brief them on the operation of the Reception Centre.

11. Inform the Disaster Social Services Manager or _____ when the Reception Centre is operational.

12. Contact the Disaster Social Services Manager or _____ to forecast additional human and materiel requirements.

13. Direct all media inquiries to _____ (*insert name of Public Information Officer*).

14. Notify the Volunteer Services Supervisor if additional volunteers are needed for areas you are directly responsible for (e.g. administration, meet and greet, traffic control, security).

15. Maintain a log of events.

16. Arrange shift schedule with the Alternate Reception Centre Manager and for areas you are directly responsible for. Remind service supervisors, etc. to develop shift schedules for their areas.

17. Note areas of concern that need to be addressed following the emergency.

RESPONSIBILITIES

1. To provide clerical/administrative support for Reception Centre operations.

IMPLEMENTATION

1. Ensure that you have the Administration supplies (see page 50).

2. Wear identification.

3. Meet with the Reception Centre Manager and determine procedures for the administration office.

4. Contact administration staff/volunteers to notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet.

5. Brief administration staff/volunteers on procedures to be implemented, such as:

   - establishing a sign-in area for staff/volunteers,
   - clerical support for Reception Centre operations,
   - answering the telephones and directing callers to the appropriate service areas,
   - processing/filing of documents forwarded from the service areas, and
   - making announcements over the public address system.

6. Notify the Volunteer Services Supervisor if additional volunteers are needed for the administration office.

7. Arrange shift schedule for your area.

8. Maintain a log of events.

RESPONSIBILITIES

1. To meet and direct the public entering the Reception Centre.

IMPLEMENTATION

1. Wear identification.

2. Direct people arriving at the Reception Centre:

   - If they are **evacuees with urgent needs**, immediately direct them to the appropriate service area.

   - If they are **evacuees with no immediate needs**, direct them to the Registration area or waiting area.

3. Do not leave your assigned position unattended, unless otherwise directed by a Reception Centre official.

4. Contact the Reception Centre Manager for advice and further instructions.

RESPONSIBILITIES

1. To maintain an orderly flow of vehicular traffic entering and leaving the Reception Centre grounds.

IMPLEMENTATION

1. Wear identification.
2. Direct buses arriving with evacuees to _____.
3. Direct private passenger vehicles to park at _____.
4. Direct Reception Centre staff/volunteers to park at _____.
5. Contact the Reception Centre Manager (_____) if additional information, manpower or resources are required.
6. Contact Police directly, if required, and advise the Reception Centre Manager.

RESPONSIBILITIES

1. To maintain security within the Reception Centre and grounds.

IMPLEMENTATION

1. Wear identification.

2. Be prepared to handle security issues that arise during Reception Centre operations.

3. Contact the Reception Centre Manager (_____) if additional information, manpower or resources are required.

4. Contact Police directly, if required, and advise the Reception Centre Manager.

RESPONSIBILITIES

1. To establish and supervise the Registration & Inquiry (R & I) function at the Reception Centre.
2. To establish and dispatch mobile registration teams, if required.
3. To arrange for Registration & Inquiry cards to be regularly forwarded to the Central Registry & Inquiry Bureau.

IMPLEMENTATION *Note: Registration is voluntary, not mandatory.*

1. Ensure that you have the R & I Supervisor supplies (see page 50).

2. Contact Registration & Inquiry staff and volunteers to notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet.

3. Wear identification (e.g. vest, hat) to identify you as the Registration & Inquiry Supervisor.

4. Ensure that R & I work area has signage, furnishings and supplies. ***(Each Reception Centre Kit contains 500 Registration Cards and 750 Inquiry Cards. Contact the Disaster Services District Officer for your area if additional cards are needed.)***

5. Assign duties to Registration & Inquiry staff/volunteers, conduct a staff briefing that includes:
   - review of R & I process and procedures (pages 41-42)
   - instructions on completing Evacuee Needs Assessment Form (page 39)
     Note: As R & I is usually the first service provided to evacuees, R & I workers may be able to complete a needs assessment at time of registration. If this is not practical because of the large volume of registrants, notify the Reception Centre Manager so that alternate arrangements can be made.
   - Evacuee Information Sheet (page 40)
   - procedure for notification of next of kin of a death (page 43)
   - handling of restricted Registrations (page 41)

6. Implement procedure to forward completed copies of the Registration and Inquiry cards to Central Registry & Inquiry Bureau located at _____.

7. Liaise with _____, Central Registry & Inquiry Bureau Supervisor, as required.

8. Notify the Reception Centre Manager when the R & I area is established and ready to operate.

9. Be prepared to establish and dispatch mobile registration teams, if required.

10. Notify the Reception Centre Manager of issues or concerns.

11. Notify the Volunteer Services Supervisor if additional R & I volunteers are needed.

12. Maintain contact with other members of the Reception Centre management team.

13. Arrange shift schedule for your area.

14. Maintain a log of events.

RESPONSIBILITIES

1. To complete Registration Cards for evacuees who are at the Reception Centre.
2. To complete Inquiry Cards for people at the Reception Centre who are looking for family members or friends.
3. To complete Evacuee Needs Assessment forms.

IMPLEMENTATION *Note: Registration is voluntary, not mandatory.*

1. Ensure you have Registration & Inquiry worker supplies (see page 51).

2. Wear identification.

3. Registration And Inquiry Process:

   a. Complete Registration Cards for evacuees (see Registration Card Instructions).
   Distribution of completed card:
   Copy 1 - gold - hold pending completion of Evacuee Needs Assessment
   Copy 2 - pink – Registration File at Reception Centre
   Copy 3 - white - Central Registry & Inquiry Bureau

   b. Complete Evacuee Needs Assessment form for each evacuee.

   Date, time and initial the Registration section of the Evacuee Needs Assessment form.

   Attach the completed Evacuee Needs Assessment form and Evacuee Information Sheet to copy 1 (gold) of the Registration Card and give it to the person registering.

   Remind each evacuee to call the phone number indicated on the Evacuee Information Sheet if they relocate to a new emergency address.

   c. If person registering also has an inquiry, complete inquiry process following the Inquiry Card Instructions (or direct them to an Inquiry worker).

   d. Date, time and initial the Inquiry section of the Evacuee Needs Assessment form.

   e. Direct evacuee to next appropriate service area.

   f. Contact the Registration & Inquiry Supervisor for advice or assistance.

CONFIDENTIALITY

Client information on the R & I forms is confidential and is collected so that families can be reunited and so that information can be provided to people inquiring about the condition and whereabouts of family and friends. In some circumstances, emergency response personnel (e.g. police) may have a requirement for this information. The municipal Freedom of Information & Protection of Privacy (FOIP) Co-ordinator can provide advice in this regard.

These instructions apply if an "INQUIRIES ONLY" desk is established.

RESPONSIBILITIES

To complete Inquiry Cards for people coming to the Reception Centre who are looking for family members or friends.

IMPLEMENTATION

1. Ensure you have Inquiry Workers supplies (see page 51).
2. Wear identification.
3. Complete Inquiry Cards (see Inquiry Card Instructions).
4. If person inquiring is also an evacuee:
   - Ask them for their Evacuee Needs Assessment form. Date, time and initial the Inquiry section.
   - Direct evacuee to next service area indicated on their form.
5. Contact the Registration & Inquiry Supervisor for advice or assistance.

RESPONSIBILITIES

1. To arrange for clothing and blankets for evacuees.

IMPLEMENTATION

1. Ensure you have the Clothing Supervisor supplies (see page 51).
2. Wear identification (e.g. vest, hat) to identify you as the Clothing Supervisor.
3. Ensure that the clothing service area has signage, furnishings and supplies.
4. Meet with the Reception Centre Manager to determine the likely need for emergency clothing and blankets.
5. Contact clothing and blanket providers to notify them of the situation and actions they are to take.
6. Notify the Volunteer Services Supervisor if additional volunteers are needed for the clothing service area.
7. Instruct clothing/blanket providers to complete the clothing portion of the Evacuee Needs Assessment Form (evacuees will be carrying this form with them) and direct the evacuee to the next service area indicated on their form.
8. Maintain records (e.g. expenditures and clothing/blankets issued).
9. Notify the Reception Centre Manager of issues or concerns.
10. Maintain contact with other members of the Reception Centre management team.
11. Arrange a shift schedule for your area.
12. Maintain a log of events.

RESPONSIBILITIES

1. To meet the immediate nourishment needs of evacuees and Reception Centre workers.
2. To provide meals for evacuees and Reception Centre workers.

Note: Emergency responders normally have arrangements in place for the provision of food and refreshments. However, in some instances, they may task DSS with this function.

IMPLEMENTATION

1. Ensure that you have the Food Service Supervisor supplies (see page 51).

2. Wear identification (e.g. vest, hat) to identify you as the Food Service Supervisor.

3. Meet with the Reception Centre Manager to determine the likely number of evacuees and personnel expected at the Reception Centre and to identify an area for immediate refreshments and light nourishment.

4. Contact food service provider(s) to notify them of the situation and actions they are to take.

5. Ensure that the food services area has signage, supplies and equipment.

6. Determine if there are any special dietary needs and cultural food preferences and notify the food service provider.

7. Contact the Environmental Health Officer at _____ to ensure food service practices meet public health standards and to seek guidance on donated food. ***(Note: Members of the community often bring donated food to the Reception Centre.)***

8. Maintain a log of supplies ordered and expenses.

9. If a congregate lodging center is established, determine food service procedure for that site. This should be done in consultation with the Reception Centre Manager and/or Disaster Social Services Manager.

10. Notify the Volunteer Services Supervisor if additional volunteers are needed for the food service area. Record assignments on the Staff and Volunteer Assignment Sheet.

11. Notify the Reception Centre Manager of issues or concerns.

12. Maintain contact with other members of the Reception Centre management team.

13. Arrange a shift schedule for your area.

14. Maintain a log of events.

RESPONSIBILITIES

1. To arrange for safe temporary accommodations (hotels/motels, billeting, congregate lodging) for evacuees.
2. To arrange transportation to relocate evacuees to lodging sites.

IMPLEMENTATION

1. Ensure that you have the Lodging Supervisor supplies (see page 51).
2. Wear identification (e.g. vest, hat) to identify you as the Lodging Supervisor.
3. Meet with the Reception Centre Manager to:
   - assess the need for emergency lodging
   - decide on the most appropriate type(s) of lodging to be provided (e.g. commercial establishments such as hotels and motels, billeting, congregate lodging). If congregate lodging is to be provided, contact the Reception Centre Manager and/or Disaster Social Services Manager to determine procedures.
   - determine if transportation will be required to take evacuees to their accommodation. *(Municipalities often assign someone at the Emergency Operations Centre to handle transportation. If this is the case, requests for transportation for evacuees should be channeled through them. The DSS Manager can provide advice and assistance in this regard.)*
4. Contact lodging staff and volunteers, notify them of the situation and actions they are to take and issue instruction sheets. Record assignments on the Staff and Volunteer Assignment Sheet.
5. Ensure that the assigned work area has signage, furnishings and supplies.
6. If transportation is required, assign _____ to this function and issue Transportation Check Sheet. Record assignment on the Staff and Volunteer Assignment Sheet.
7. Assign staff/volunteers to be responsible for commercial lodging (hotels/motels) and/or billeting and issue instruction packages.
8. Instruct staff/volunteers to complete lodging section of the Evacuee Needs Assessment Form (evacuees will be carrying this form with them) and direct the evacuee to the next service area they require.
9. Maintain a record of lodging assignments and expenditures.
10. Notify Volunteer Services Supervisor if additional volunteers are needed for the lodging services area.
11. Notify the Reception Centre Manager of issues or concerns.
12. Maintain contact with other members of the Reception Centre management team.
13. Arrange a shift schedule for your area.
14. Maintain a log of events.

NOTE: If evacuees are bussed to commercial accommodation, a lodging worker should accompany them to assist with check-in, etc.

RESPONSIBILITIES

1. To arrange for commercial accommodation (hotels, motels) for evacuees.

IMPLEMENTATION

1. Ensure that you have the Commercial Lodging Worker supplies (see page 51).
2. Wear identification.
3. Meet with the Supervisor of Lodging to receive instructions and to determine the number of people to be accommodated in commercial facilities.
4. Contact commercial facilities to make arrangements.
5. Advise the Lodging Supervisor when commercial lodging has been arranged.
6. Assign evacuees to commercial lodging site(s) and maintain a record of lodging assignments.
7. Complete the lodging section of the Evacuee Needs Assessment Form (evacuees will be carrying this form with them) and direct the evacuee to the next service area indicated on their form.
8. Advise the Lodging Supervisor if evacuees require transportation to the lodging site.
9. Advise the Registration service of completed lodging assignments.
10. Notify the Lodging Supervisor of issues or concerns.
11. Maintain a log of events.

RESPONSIBILITIES

1. To arrange for the billeting of evacuees in private homes.

IMPLEMENTATION

1. Ensure that you have the Billet Lodging Worker supplies (see page 51).
2. Wear identification.
3. Meet with the Lodging Supervisor to receive instructions and to determine the number of people to be billeted.
4. Obtain/prepare a list of people (host families) offering billets by _____.
5. Notify the Lodging Supervisor when billeting arrangements are in place.
6. Assign evacuees to billets and maintain records.
7. Complete the lodging section of the Evacuee Needs Assessment Form (evacuees will be carrying this form with them) and direct the evacuee to the next service area indicated on their form.
8. Advise the Lodging Supervisor if evacuees require transportation to their billet accommodation.
9. Advise the Registration service of completed lodging assignments.
10. Notify the Lodging Supervisor of issues or concerns.
11. Maintain a log of events.

RESPONSIBILITIES

1. Under the direction of the Lodging Supervisor, arrange for and co-ordinate the transportation of evacuees to temporary lodging locations.

IMPLEMENTATION

1. Ensure that you have the Transportation Worker supplies (see page 51).
2. Wear identification.
3. Meet with the Lodging Supervisor to determine the number of evacuees who require transportation to temporary lodging facilities and to determine what transportation arrangements are to be made.
4. Consult with Traffic Controller to determine where the loading area will be located.
5. Ensure that the drivers have the address to which the evacuees are to be taken.
6. Contact the Lodging Supervisor if additional resources are required.
7. Maintain a log of events.

RESPONSIBILITIES

1. To make arrangements to provide support for persons who require special care that is not provided by the other service areas.
2. To co-ordinate the activities of Personal Services providers.

IMPLEMENTATION

1. Ensure that you have the Personal Services Supervisor supplies (see page 52).

2. Wear identification (e.g. vest, hat) to identify you as the Personal Services Supervisor.

3. Meet with the Reception Centre Manager to determine the number of evacuees, where they are being evacuated from and which Personal Services will be required, such as:
   - support for unattended children
   - support for dependent adults
   - first aid
   - amenities (newspapers, magazines, games, TVs, movies, toys)
   - medical/health support and advice
   - emotional/psychological/spiritual support
   - immediate financial assistance

4. Ensure that the assigned work area has signage, furnishings and supplies.

5. Contact Personal Services providers to notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet. ***Be sure to contact Public Health and request nursing support to provide medical advice and health support at the Reception Centre.***

6. Co-ordinate the activities of Personal Services providers.

7. Be prepared to allocate special areas (e.g. private area for counselling, area for unattended children).

8. Instruct Personal Services providers to complete Evacuee Needs Assessment Form (evacuees will be carrying this form with them) and direct the evacuee to the next service area indicated on their form.

9. Arrange for some of the Personal Services staff to circulate throughout the Reception Centre to identify any individuals who have an immediate need for personal services. Ensure that the Personal Services desk is staffed at all times.

10. Notify the Volunteer Services Supervisor if volunteers are needed.

11. Monitor the need for Critical Incident Stress Debriefing(s) for Reception Centre staff/volunteers. The CISD contact is _____.

12. Notify the Reception Centre Manager of issues or concerns.

13. Maintain contact with other members of the Reception Centre management team.

14. Arrange a shift schedule for your area.

15. Maintain a log of events.

RESPONSIBILITIES

1. To recruit, register and deploy volunteers.

IMPLEMENTATION

1. Ensure that you have the Volunteer Services Supervisor supplies (see page 52).
2. Contact Volunteer Services staff/volunteers to notify them of the situation and actions they are to take. Record assignments on the Staff and Volunteer Assignment Sheet.
3. Wear identification (e.g. vest, hat) to identify you as the Volunteer Services Supervisor.
4. Ensure that the assigned work area has signage, furnishings and supplies.
5. Contact the Reception Centre Manager and service supervisors to determine the need for additional volunteers and skills required.
6. Recruit volunteers by _____.
7. Instruct volunteers to report to _____to complete registration paperwork and to be assigned to the appropriate work area. ***(Note: Volunteers engaged in emergency services work must be registered in order to be eligible for Workers Compensation benefits.)***
8. Notify the Reception Centre Manager of issues or concerns.
9. Maintain contact with other members of the Reception Centre management team.
10. Arrange a shift schedule for your area.
11. Maintain a log of events.

CENTRAL REGISTRY & INQUIRY BUREAU SUPERVISOR

RESPONSIBILITIES

1. To establish and supervise the Central Registry & Inquiry Bureau (CRIB).

IMPLEMENTATION *Note: Registration is voluntary, not mandatory.*

1. Ensure that you have the CRIB Supervisor supplies (see page 52).
2. CRIB will be established at _____.
3. Contact CRIB staff and volunteers to notify them of the situation and actions they are to take.
4. Wear identification (e.g. vest, hat) to identify you as the CRIB Supervisor.
5. Ensure that the CRIB work area has signage, furnishings and supplies.
6. Contact _____, DSS Manager, if additional telephones are required.
7. Assign staff and volunteers to the following functions, ensure they have their instruction packages (see page 52) and record assignments on the Staff and Volunteer Assignment Sheet:
    - Intake Unit
    - Research Unit
    - Reply Unit
8. Conduct a staff briefing that includes:
    - Review of R & I process and procedures (see pages 41-42)
    - Procedure for notification of next of kin of a death (see page 43)
    - Handling of restricted registrations (see page 41)
    - Method to identify and process priority registrations and inquiries
9. Contact the DSS Manager to arrange for the CRIB telephone number (for the public/evacuees to contact CRIB) to be publicized.
10. Notify the Registration & Inquiry Supervisor(s) at the Reception Centre(s) when CRIB is ready for operation. Also make arrangements for R & I records at the Reception Centre(s) to be forwarded to CRIB.
11. Contact _____, Volunteer Services Supervisor, if additional CRIB volunteers are needed.
12. Notify the DSS Manager of issues or concerns.
13. Arrange a shift schedule for your area.
14. Maintain a log of events.

RESPONSIBILITIES

1. To complete Registration & Inquiry (R & I) cards for persons wishing to register or place an inquiry

IMPLEMENTATION *Note: Registration is voluntary, not mandatory.*

1. Ensure you have the CRIB Intake Unit Worker supplies (see page 52).

2. Wear identification.

Registration & Inquiry Process:

1. Complete Registration Cards for evacuees wishing to register. See Registration Card Instructions. Be sure to ask evacuees to contact CRIB at _____ if they move to a different temporary address and phone number.

2. Complete inquiry cards for people wishing to place an inquiry. See Inquiry Card Instructions. Follow procedure provided by CRIB Supervisor for identifying and handling priority inquiries.

3. Forward completed Registration & Inquiry Cards to CRIB Research Unit.

4. Contact CRIB Supervisor for advice or assistance.

RESPONSIBILITIES

1. To establish and maintain Master Registration File, Master Inquiry Fire, Pending Inquiry File.
2. To match information provided by registrants with inquiries.
3. To maintain Registration & Inquiry statistics.

IMPLEMENTATION

1. Ensure that you have the CRIB Research Unit supplies (see page 52).

2. Wear identification.

3. Establish **Master Registration File** by filing in alphabetical order copy 3 (white) of Registration Cards received from R & I operational sites (i.e. Reception Centres, CRIB Intake Unit, Mobile R & I teams, etc.) Flag or highlight Registration Cards where the Restriction Box has been checked off.

4. Establish **Master Inquiry File** by filing in alphabetical order copy 3 (buff) of Inquiry Cards received from R & I operational sites.

5. Establish **Pending Inquiry File** by filing in alphabetical order copy 2 (yellow) of Inquiry Cards received from R & I operations sites.

6. Check Pending Inquiries (copy 2) against Registrations:
   - **If a match is found** (e.g. the person being inquired about HAS REGISTERED), record details about the location, condition and phone number of the missing person in boxes 17 and 18 of copy 2. If the Registration is RESTRICTED, be sure to record this as well.
   - Immediately transfer the information from copy 2 to copy 3 (Master Inquiry File) in case additional inquiries are received on the same person while copy 2 is in the Reply Unit.
   - **If no match is found**, copy 2 of the Inquiry Card remains in the Pending Inquiry File.

7. Forward copy 2 (yellow) of the Inquiry Card to the Reply Unit.

8. Regularly check Pending Inquiries against Registrations and follow the process outlined above.

9. The Reply Unit will return copy 2 (yellow) of Inquiry Cards when replies have been relayed. Staple to copy 3 already in the Master Inquiry File.

10. Contact the CRIB Supervisor for advice or assistance.

RESPONSIBILITIES

1. To contact inquirers and relay information recorded by the Research Unit on Copy 2 (yellow) of the Inquiry Card.

IMPLEMENTATION

1. Ensure that you have the CRIB Reply Unit Worker supplies (see page 52)

2. **If restrictions apply, do not contact the inquirer**. Instead, contact the registrant and inform him/her that (e.g. John Doe) has made an inquiry. Ask the registrant to contact the inquirer directly if he/she wishes.

3. **If there is no restriction, contact the inquirer** and provide information on the location, condition and phone number of the person they inquired about.

4. When inquiries have been handled as outlined above, complete boxes 20 and 21 and return the Inquiry Card to the Research Unit for filing.

5. Contact the CRIB Supervisor for advice or assistance.

LIST OF RECEPTION CENTRE SITES

Name of Building	Capacity	Contact Name	Contact Phone #

CALL OUT LIST FOR DSS MANAGER

FUNCTION	NAME (please print)	PHONE
Reception Centre Manager	_____	_____
	_____ (Alternate)	_____
Registration & Inquiry Supervisor	_____	_____
	_____ (Alternate)	_____
Clothing Supervisor	_____	_____
	_____ (Alternate)	_____
Food Service Supervisor	_____	_____
	_____ (Alternate)	_____
Lodging Supervisor	_____	_____
	_____ (Alternate)	_____
Personal Services Supervisor	_____	_____
	_____ (Alternate)	_____
Volunteer Services Supervisor	_____	_____
	_____ (Alternate)	_____
Central Registry & Inquiry (CRIB) Supervisor	_____	_____
	_____ (Alternate)	_____

CALL OUT LIST FOR RECEPTION CENTRE MANAGER

Name	Function	Phone Number
	Administration	
	Meet & Greet	
	Security	
	Traffic Control	

CALL OUT LIST

STAFF AND VOLUNTEERS

FOR _____

(name of service area)

Name (please print)	Phone #

CONTACT LIST – CLOTHING AND BLANKET PROVIDERS

USED CLOTHING

Agency/Organization	Contact Name	Phone

NEW CLOTHING

Name of Provider	Contact Name	Phone

BLANKETS

Name of Provider	Contact Name	Phone

CONTACT LIST – FOOD SERVICE PROVIDERS FOR RECEPTION CENTRE

Name of Food Service Provider (e.g. restaurant, caterer)	Contact Name	Phone

CONTACT LIST – FOOD SERVICE PROVIDERS FOR EMERGENCY RESPONDERS

Name of Food Service Provider (e.g. restaurant, caterer)	Contact Name	Phone

CONTACT LIST – COMMERCIAL LODGING PROVIDERS

Name of Commercial Lodging Provider (e.g. hotel, motel)	Contact Name	Phone

CONTACT LIST - PERSONAL SERVICES PROVIDERS

Name of Agency	Type of Service	Contact Name	Phone #

STAFF AND VOLUNTEER ASSIGNMENT SHEET

FOR _____

(name of service area)

Date	Time In	Time Out	Name (please print)	Function

EVACUEE NEEDS ASSESSMENT FORM

Evacuee Name _____ Registration Card # _____

SERVICES REQUIRED		SERVICES PROVIDED*		
		DATE	TIME	INITIALS
Registration	Yes___ No ___			
Inquiry	Yes___ No ___			
Clothing	Yes___ No ___			
Lodging	Yes___ No ___			
Personal Services	Yes___ No ___			
Does any family member have special dietary needs? Yes _____ No _____ ***If yes, please refer to the Food Service Supervisor.***				

*** The worker fills in this section when the service has been provided and then directs the evacuee to the next required service area.**

EVACUEE INFORMATION SHEET

Should you move from the temporary address and phone number shown on your Registration Card, it is important that you immediately advise us of the new information. You can do this in person at the Reception Centre or by phoning _____.

We need your co-operation in keeping our records current so that we can respond to inquiries from your friends and relatives who may be concerned about your safety and whereabouts and so that first responders and/or Search & Rescue personnel can account for missing persons.

REGISTRATION CARD INSTRUCTIONS

General Instructions

- One card is used to register all the members of a family (e.g. household) who have the same family name and who are together at the place of registration (or their whereabouts are known). A separate card must be completed for each accompanying person with a different last name.
- Use a ballpoint pen when completing the card so that clear carbon copies will be made.
- If evacuees complete the card, check it for completeness before they leave the registration area.

Specific Instructions (please print)

- **Blocks 7-15**
  Print information about family members. Use Block 18 if additional space is required.
- **Emergency Address and Telephone Number (Block 16)**
  Record evacuee's temporary address and phone #. If not known, the evacuee may provide the name, address and telephone number of a contact person (friend, relative, employer, etc.).
- **Special Medical Needs (Block 17)**
  Record any special medical problems or needs, e.g. medications, wheelchairs, diets, etc. R & I workers must not write in medical diagnoses.
- **Additional Information (Block 18)**
  May be used to record additional information (e.g. names of additional family members, conditions and whereabouts of evacuees, etc.).
- **Date (Block 20) and Time (Block 21) of Registration**
- **Cross-Reference (Block 22)**
  Complete when an accompanying family member has a different family name and is therefore registered on a separate card. In the cross reference section, record the family name and Registration Card # of the person being cross-referenced in order to facilitate the Inquiry task and help reunite families more quickly.
- **Restricted Registrations (Restriction Box)**
  *Some evacuees, because of personal or family concerns, may not want the information on their Registration Card released to one or more people inquiring about them. In this case, check the Restriction Box at the top right hand corner of the Registration Card and provide a brief explanation on Block 18. **If a Registration Card is "restricted", information on the card is not be shared with members of the public who inquire. Inquiries about such persons are passed on to the registrant who is then responsible for contacting the inquirer.***

Distribution of Registration Card

Copy 1 (gold) - Give to person registered (along with Evacuee Needs Assessment form and Evacuee Information Sheet)
Copy 2 (pink) - Retain at place of registration (e.g. Reception Centre)
Copy 3 (white) - Forward to Central Registry & Inquiry Bureau (CRIB)

INQUIRY CARD INSTRUCTIONS

General Instructions

- One card is used to inquire about all the members of one family (e.g. household) who have the same family name and address. A separate card must be completed for each person with a different family name and/or address.

- Use a ballpoint pen when completing the card so that clear carbon copies will be made.

- If inquirers are completing the card, check it for completeness before they leave the area.

Specific Instructions

- **Blocks 1-7**
  Record information about the person(s) being sought.

- **Additional Information (Block 8)**
  Used to provide additional information regarding:
  - *Relationship of inquirer to person(s) about whom they are inquiring;*
  - *Information that could assist in locating missing persons such as name of employer, friends, distinguishing features, name of school children attend, etc.*

- **Date (Block 10) and Time (Block 11)**
  Date and time of the inquiry.

- **Return Answer to/Telephone (Blocks 15-16)**
  Record information on where the inquirer can be contacted in response to their inquiry.

- **For Office Use Only (Blocks 17, 18, 19, 20, 21)**
  Central Registry & Inquiry Bureau record actions taken and make notes on the status of the inquiry.

Distribution of Inquiry Card

Copy 1 (green) - Retain at place of inquiry (e.g. Reception Centre)
Copy 2 (yellow)/Copy 3 (buff) - **DO NOT SEPARATE** – Forward to Central Registry & Inquiry Bureau (CRIB)

NOTIFICATION OF NEXT OF KIN OF A DEATH

Notification of next of kin of a death is the responsibility of the Medical Examiner's Office and the police. It is <u>not</u> the responsibility of the Registration & Inquiry service.

<u>Under no circumstance should Registration & Inquiry staff advise a caller that the person they are inquiring about is deceased.</u>

Registration & Inquiry workers should respond by saying:

> ***"Information on the whereabouts and condition of (Mr. John Doe) is not available. However, I can complete an Inquiry Card on (name of person). We will then attempt to provide information to you as soon as possible".***

The worker completes an Inquiry card on the caller and immediately forwards it to the Supervisor for handling. As the Medical Examiner and/or police may be looking for next of kin, the Supervisor contacts the Medical Examiner or police to pass on the information collected.

COMMERCIAL ACCOMMODATION ASSIGNMENT LIST

Name of Commercial Facility (e.g. hotel, motel, etc.): _____

Evacuee Surname/First Name	Date/time of assignment	Registration card #

Note: Please forward a copy of completed list to Registration & Inquiry.

BILLET ACCOMMODATION ASSIGNMENT RECORD

ACCOMMODATION INFORMATION

Family Name	Given Name	Telephone Number

Address (Number, Street)

(City, Town or Village) (Province) (Postal Code)

Number of occupants in household _____

Language(s) spoken
English ____ **French** ____ **Other** _____

Can Accommodate

_____ Elderly

_____Family with children

_____Couple with no children

_____ Handicapped

_____

_____

_____ Smokers _____ Non-smokers

Description of Accommodation

_____ Single rooms

_____ Double rooms

_____ Basement suite

_____

_____

Can you accommodate pets? _____

_____

COMMENTS

LODGING RECORD WORKER (Please Print) **DATE**

EVACUEES LODGED (office use only)

FAMILY NAME	GIVEN NAME	REG. CARD #
1)		
2)		
3)		
4)		
5)		

COMMENTS

LODGING ASSIGNMENT WORKER (Please Print) **DATE**

Note: Please forward a copy of completed form to Registration & Inquiry.

TRANSPORTATION RECORD

Date	Time	Evacuee Name (please print)	Registration Card #	Method of Transportation	Destination

VOLUNTEER REQUEST FORM

SERVICE SUPERVISORS: ***TO REQUEST ADDITIONAL VOLUNTEERS FOR YOUR SERVICE AREA. PLEASE COMPLETE THE TOP PORTION OF THIS FORM AND FORWARD TO VOLUNTEER SERVICE SUPERVISOR.***

Name of person making request: _____

# of volunteers required: _____

Date(s)/time(s) required: _____

Approx. length of assignment: _____

Skills required: _____

_____

_____

Name of person volunteers are to report to: _____

****

VOLUNTEER SERVICE SUPERVISOR: ***COMPLETE BOTTOM PORTION AND FORWARD TO PERSON REQUESTING ADDITIONAL VOLUNTEERS. YOU MAY WANT TO KEEP A COPY FOR YOUR RECORDS.***

Volunteers have been assigned to you as follows:

_____

_____

_____

_____

_____

VOLUNTEER REGISTRATION FORM

PLEASE PRINT

Name of volunteer: _____ Occupation: _____

Address: _____ Employer: _____

Phone #: Home _____ Cell _____ Special Skills/Training: _____

Work _____ _____

Date/time available: _____ Language(s) Spoken: _____

What type of work would you like to volunteer for? _____

_____

In which areas do you have experience?

- ☐ Food services
- ☐ Lodging/accommodation service
- ☐ Volunteer recruitment/deployment
- ☐ Special needs (e.g. elderly, handicapped)
- ☐ Clothing services
- ☐ Recreation
- ☐ Security
- ☐ Traffic control
- ☐ First aid/medical
- ☐ Translation services
- ☐ Clerical/administration
- ☐ Pet care

Other: _____

Other pertinent information _____

****

FOR OFFICE USE ONLY

Area assigned to: _____ Name of Supervisor: _____

Comments: _____

Date: _____ Time: _____ Signature of Processor: _____

LOG OF EVENTS

Prepared by: _____ **Function:** _____

Date	Time	Situation	Action Taken

PACKAGES BY FUNCTION

DISASTER SOCIAL SERVICES MANAGER

- Check Sheet – Disaster Social Services Manager
- Log of Events
- List of Reception Centre Sites
- Call Out List for DSS Manager
- Staff and Volunteer Assignment Sheet
- Identification

RECEPTION CENTRE MANAGER

- Check Sheet – Reception Centre Manager
- Log of Events
- Call Out List for Reception Centre Manager
- Staff & Volunteer Assignment Sheet
- Volunteer Request Form
- Identification

Administration

- Check Sheet - Administration
- Staff & Volunteer Assignment Sheet
- Log of Events
- Volunteer Request Form
- Identification

Meet & Greet

- Check Sheet – Meet & Greet
- Identification

Traffic Control

- Check Sheet – Traffic Controller
- Identification

Security

- Check Sheet – Security
- Identification

REGISTRATION & INQUIRY SUPERVISOR

- Check Sheet – Registration & Inquiry Supervisor
- Log of Events
- Call Out List - Staff and Volunteers
- Staff & Volunteer Assignment List
- Evacuee Needs Assessment Form
- Evacuee Information Sheet
- Notification of Next of Kin of a Death
- Registration Card Instructions
- Inquiry Card Instructions
- Volunteer Request Form
- Identification
- Registration & Inquiry cards

Registration & Inquiry Workers At Reception Centre

- Check Sheet – Registration & Inquiry Workers at Reception Centre
- Registration Card Instructions
- Inquiry Card Instructions
- Evacuee Needs Assessment Form
- Evacuee Information Sheet
- Notification of Next of Kin of a Death
- Identification

Inquiry Workers At Reception Centre

- Check Sheet - Inquiry Workers at Reception Centre
- Inquiry Card Instructions
- Notification of Next of Kin of a Death
- Identification

CLOTHING SUPERVISOR

- Check Sheet - Clothing Supervisor
- Log of Events
- Contact List - Clothing and Blanket Providers
- Staff & Volunteer Assignment Sheet
- Volunteer Request Form
- Identification

FOOD SERVICE SUPERVISOR

- Check Sheet – Food Service Supervisor
- Log of Events
- Contact List – Food Service Providers
- Staff & Volunteer Assignment Sheet
- Volunteer Request Form
- Identification

LODGING SUPERVISOR

- Check Sheet - Lodging Supervisor
- Log of Events
- Call Out List - Staff and Volunteers
- Staff & Volunteer Assignment Sheet
- Volunteer Request Form
- Identification

Commercial Lodging Worker

- Check Sheet – Commercial Lodging Worker
- Contact List - Commercial Lodging Providers
- Commercial Accommodation Assignment List
- Identification

Billet Lodging Worker

- Check Sheet - Billet Lodging Worker
- Billet Accommodation Assignment Record
- Identification

Transportation

- Check Sheet – Transportation
- Transportation Record
- Identification

PERSONAL SERVICES SUPERVISOR

- Check Sheet - Personal Services Supervisor
- Log of Events
- Contact List – Personal Services Providers
- Staff & Volunteer Assignment Sheet
- Volunteer Request Form
- Identification

VOLUNTEER SERVICES SUPERVISOR

- Check Sheet – Volunteer Services Supervisor
- Log of Events
- Call Out List - Staff and Volunteers
- Staff & Volunteer Assignment Sheet
- Volunteer Request Form
- Volunteer Registration Form
- Identification

CENTRAL REGISTRY & INQUIRY BUREAU SUPERVISOR

- Check Sheet – Central Registry & Inquiry Bureau Supervisor
- Log of Events
- Call Out List - Staff and Volunteers
- Staff & Volunteer Assignment Sheet
- Evacuee Information Sheet
- Notification of Next of Kin of a Death
- Registration Card Instructions
- Inquiry Card Instructions
- Volunteer Request Form
- Identification
- Registration & Inquiry cards

Intake Unit Worker – Central Registry & Inquiry Bureau

- Check Sheet - CRIB Intake Unit Worker
- Evacuee Information Sheet
- Registration Card Instructions
- Inquiry Card Instructions
- Notification of Next of Kin of a Death
- Identification

Research Unit Worker – Central Registry & Inquiry Bureau

- Check Sheet - CRIB Research Unit Worker
- Notification of Next of Kin of a Death
- Identification

Reply Unit Worker – Central Registry & Inquiry Bureau

- Check Sheet – CRIB Reply Unit Worker
- Notification of Next of Kin of a Death
- Identification